



JAMESGESNER  
- ESTATE AGENTS -



Letting with James Gesner Estate Agents



# Welcome

James Gesner Estate Agents are committed to ensuring that the letting of your property is seamless and stress-free. James and his team offer over 40 years collective experience in the industry and have built their reputation on extensive knowledge and professional service. The personal touch that they offer can only be found with an Independent Estate Agent.

## James Gesner Director



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## Why Choose James Gesner Estate Agents?

### Trusted

Trusted to look after properties in the area, we have an experienced management team who will deal with issues quickly. We strongly believe that your Interests are served best when the tenants are vetted by local experienced staff and the property is dealt with at a local level. Many agents base their services covering a wide area and this is against our clear philosophy of 'keeping it local'. When there is an issue you know where to find us and who to deal with!

### Local & Knowledgeable

Continuing this philosophy all our staff have a good knowledge of the properties we deal with and live locally, often having a good knowledge of the area. We also have the flexibility to tailor a service to your needs as we realise that whilst many of our clients work abroad some stay local and would like a more 'hands on' approach to letting their property. We can offer different types of service or 'mix and match' and change our fees accordingly. We do however inspect all our managed properties regularly.

### Experienced Staff

Experience is paramount and you will be dealt with by Director James Gesner and Property Manager Holly Weston. Alongside James and Holly we have Charlotte, David and Carl. Both Holly and James are ARLA qualified and for your peace of mind continue to keep up to date with the continual changing legislation in the rental market via NAEA and ARLA courses.

### Established

Over recent years we have built up an excellent database of reliable, qualified local trades people who we have worked with for a long period time. We do not use large expensive corporate companies with expensive call out fees. We do not add any additional handling fees onto their service. Most are happy to give tenants advice

over the phone on our managed properties, without charge. Our phones are answered 7 days a week and our website gives important additional information to our tenants.

### Our Marketing

Marketing of your property will be carried out in the same comprehensive manner as our sales properties. This includes professional photography and floor plans. We also advertise on all the major websites including Rightmove, Zoopla, and PrimeLocation. And of course our own website jamesgesner.co.uk, the local and national press and through our national network of over 700 agents. Our busy London office attracts tenants on a daily basis commuting into the city.

### Adapting To Rental Market Changes

Over recent years changes in the housing market and social patterns have resulted in an unprecedented rise in demand for rental property. Investing in buy to let properties is proving to be a prudent decision for many people looking for an alternative to stock markets or savings accounts.

### Buy To Let Advice

James Gesner Estate Agents regularly hold 'Buy To Let' events - which are well attended, and James and our management team are always on hand for free advice. Remember you don't need to buy through James Gesner Estate Agents and we are always happy to give impartial, free advice.

### Our Reputation Is Important To Us

We are very proud of our reputation for professionalism, integrity and attention to detail, which has made us the natural choice for landlords and tenants in the area. We hope you find the information in this brochure helpful and Informative and hope we can help you.



James Gesner  
Director



David Rayfield  
Assistant Manager



Carl Davis  
Senior Negotiator



Charlotte Burls  
Lettings Co-ordinator



Holly Weston  
Lettings Manager



# Preparing your property for letting

## Unfurnished or Furnished?

By far the greatest demand from tenants is for properties that are let unfurnished, which traditionally includes carpets, curtains, cooker and white goods (fridge, washing machine). This also suits landlords who avoid becoming responsible for soft furnishings and testing of electrical appliances.

## Decoration and Presentation

We recommend these should be fresh and neutral in terms of colour and style. Cheap flooring does not last!

## Domestic Appliances

These should be of good quality and condition and subject to regular servicing. It is important that Instructions are left on the premises to avoid unnecessary call-outs (these can often be downloaded from the Internet) and are included on an Inventory.

## Safety Regulations

From 1994 it became compulsory for gas equipment in all rental properties to be serviced and checked annually by a registered Gas Safe engineer (previously Corgi). We can organise this on your behalf as the relevant certificate has to be in our receipt before we can commence a tenancy. This has to be kept up annually. The Electrical Safety Regulations 1994 state that all appliances, both fixed and portable in rented accommodation, must be safe. The only sure method of this is to have them tested and labelled periodically by a qualified electrician.

## Mortgages

Permission is usually required from the mortgagee. We can give you advice on this aspect and our resident Independent Financial adviser, Karen Marshall, is extremely knowledgeable on this aspect. Her advice is free of charge.

## Cleaning

It is important that your property is professionally cleaned. This creates a 'benchmark' that will be recorded in the Inventory and schedule of condition; therefore maintain a high standard throughout subsequent tenancies as the outgoing tenant's responsibility.

## Gardens

The gardens should be kept in good seasonal order, as tenants will be responsible for their upkeep and maintenance. Some landlords (especially for larger gardens) like to provide a gardening service. We are happy to advise on this aspect for you.

## Amenities

Gas, water & electric bills where applicable are usually the responsibility of the tenants. We will notify the utility companies and local authority of any tenancy changes. A working telephone line must be provided and a terrestrial TV ariel capable of picking up a digital signal. We organise three sets of keys for your property and a spare is held by us for emergencies. Both offices are alarmed and the keys are coded.

## Insurance

It is important that your contents and buildings insurance are adequate for letting your property. Specialist rental insurance for landlords is usually required and we can advise on competitive products and rent guarantee insurance where required. It is important that you also comply with regulations on a property that has been left vacant for extended periods of time.

## Referencing

We carry out a strict referencing service on all tenants. This checks all employment and credit history. The company who carries this out on our behalf can also provide comprehensive rental guarantee Insurance for you; further details are available on request.

## Energy Performance Certificates

This came into effect in October 2008; all new tenancies are required to have an EPC by law. We must have this certificate prior to marketing. We can organise this on your behalf at a small competitive rate and it currently lasts ten years.

## Smoke & Carbon Monoxide Detectors

All properties are required to have smoke alarms fitted on each floor and CO alarms where necessary.

## Inventories & Deposits

We strongly recommend that all our properties have inventories carried out by an independent qualified Inventory Clerk. The tenant is required to sign an inventory. Once damages, if any, have been agreed and copies of all receipted final invoices have been checked, both parties will agree in writing the balance of the deposit to be returned. All tenants pay a deposit amounting to six weeks rent (unless otherwise agreed) in cleared funds before a tenancy commences. These are all registered by the Tenancy Deposit Scheme; full details are available through our Terms of Business.

# The **three services** that we offer:



## 1.

### Let Only Service

This is perfect for landlords who have the time and experience to manage their own Investment, but still want the reassurance and convenience of the following:

Comprehensive marketing through all the major websites, our own site, network of over 700 agents and London office. Our own apps and local and national press

Tenant referencing including financial or employment. This could be provided by a solicitor accountant or current landlord/agent. A credit check whether the applicant has any County Court Judgements or outstanding debts.

Collection of the first month's rent, to be paid as cleared funds prior to commencement of the tenancy. We then arrange all subsequent payments to be made to you.

Organisation of the deposit and registration according to the TDS.

## 2.

### Let and Rent Collection

Includes all the services of our let only service, in addition James Gesner Property Management will:

Arrange for the collection of the rent by standing order.

Submit a regular Statement of Account to the landlord and/or the landlord's accountant

Transfer the net monies to the landlord.

Organising Energy Performance Certificates where required.

## 3.

### Management Service

Provides our landlords with a comprehensive and thorough administration service of your property.

Many of our prospective professional tenants ask for properties with a managed service.

In addition to the Let and rent collect service we undertake Inspections midway through the tenancy term.

Our full management service include investigation of defects which come to our notice or are clearly and adequately brought to our attention by the tenant.

We oversee the day-to-day maintenance, repair or serving of appliances. Wherever practicable we will obtain estimates and submit them prior to the commencement of any works carried out. However in emergencies and where we consider necessary we will act to protect your interest without consultation.

We have built up an extensive range of experienced reliable trades people on hand. We are equally happy to deal with the landlords preferred contractors if notified beforehand. The main consideration is that the repairs are dealt with swiftly and competently so that damage to your property is minimised and the tenant is spared, as far as possible, any distress or inconvenience.

Transferring legal responsibility of gas, electric, water and council tax to the tenant's name.

At the end of the tenancy arrange for the Inventory to be checked by the Inventory clerk and for a schedule of dilapidation (if any) to be prepared. Copies sent to tenant and landlord for approval before the registered deposit to be returned. In the event of a dispute we will handle this on behalf of our landlord.

As per your Instructions we will pay any ground rent, service charges from the rental income. We do however have to pay legal demands without question.

QUICK REFERENCE

	Full Management	Rent Only	Let Only
<b>Advertising</b>			
Prepare full property details and floor plans	✓	✓	✓
Advertise property on major property websites and in local newspapers	✓	✓	✓
Email and text details to prospective Tenants and relocation agents	✓	✓	✓
Regularly produce property marketing update reports	✓	✓	✓
Interview potential Tenants	✓	✓	✓
Conduct and accompany all viewings	✓	✓	✓
Negotiate terms on behalf of our Landlords	✓	✓	✓
<b>Move in Process</b>			
Obtain references through a registered referencing company	✓	✓	✓
Arrange cleaning and gardening	✓		
Arrange pre-tenancy general maintenance	✓		
Obtain gas and electrical certificates	✓	optional	optional
Provide legal documentation	✓	✓	✓
Arrange an independent inventory and check-in	✓	optional	optional
Transfer council tax and services to the Tenant's name	✓		
Register deposit with the Tenancy Deposit Scheme	✓	✓	optional
<b>During the Tenancy</b>			
Tenants welcome pack provided - instruction manuals, emergency advice	✓		
<b>Rent Collection</b>			
Collect all monthly payments by standing order into our client account	✓	✓	
Electronically pay net rental to Landlords (within 10 working days of receipt of payment)	✓	✓	
Chase rent arrears	✓	✓	
<b>Deposit Holders</b>			
Obtain Tenant's deposit to be held in a client account	✓	✓	✓
Deposits registered and covered by the Tenancy Deposit Scheme	✓	✓	✓
ARLA bonding scheme - ARLA deposits are covered in accordance with 2007 legislation	✓	✓	✓
<b>Overseas Landlords</b>			
Pre-Tenancy inspection - hand over to Property Manager prior to departure	✓		
Compliance with the Inland Revenue Overseas Landlord Scheme	✓		
<b>Tenancy Inspections</b>			
Visit the property twice per year	✓		
Prepare on inspection report of the condition of the property	✓		
Carry out any necessary actions arising from the inspection	✓		
<b>Repairs Management</b>			
Agree a level of maintenance and any specialist contractors required	✓		
Obtain quotation for repairs where necessary	✓		
Manage repairs to the property	✓		
Obtain approval for works over an agreed cost, inspect completed works	✓		
Settle contractor's bill from rent received	✓		
Advise on property refurbishment and enhancement	✓		
<b>Maintenance Service</b>			
Dedicated maintenance specialist available for small works at short notice	✓		
<b>Tenancy Renewals and Rent Review</b>			
Seek agreement from Landlords and Tenant to extend tenancy term	✓	✓	✓
Review rent annually based on market conditions and comparisons	✓	✓	✓
Prepare renewal documents	✓	✓	✓
Service of Section 21 notice	✓	✓	✓
Find a new Tenant at the end of the tenancy	✓	✓	✓
<b>End of the Tenancy</b>			
Arrange the check-out with the independent inventory clerk	✓	✓	optional
Provide both Landlord and Tenant with the check-out report	✓	✓	✓
Obtain agreement from both Landlord and Tenant; instruct agreed works	✓		
Disperse the deposit	✓	✓	✓
Confirm deposit return with Tenancy Deposit Scheme	✓	✓	✓
Transfer services with closing meter readings	✓		
Prepare to remarket the property for the Landlord	✓	✓	intro fee
<b>Disputes</b>			
Transfer and prepare files to Tenancy Deposit Scheme for arbitration	✓		
Disperse non disputed amount	✓	✓	✓
Confirm deposit return with Tenancy Deposit Scheme	✓	✓	✓

To Let  
and manage

We have a dedicated management team with experienced local contractors

Specialist Letting Agent

All tenants are subject to credit checks in addition to references from employers and previous landlords

Thorough Tenant Screening

123

We have a range of services levels and tailor our service to our landlord's needs

Fair Fees

For managed properties, we undertake regular property inspections to ensure a pro-active service is provided

Regular Property Inspections

20  
YEARS

Over 20 years industry experience in the sales and lettings market

Long Established

Void periods can be the downfall of letting property - we pride ourselves on the speed of securing tenants

Speed of Securing Tenant

We will keep our clients informed of the current legislation concerning their property

Compliance

MONDAY  
TUESDAY  
WEDNESDAY  
THURSDAY  
FRIDAY  
SATURDAY  
SUNDAY

Phones lines are answered 7 days a week

Out of Hours Service

WALLINGFORD

DIDCOT

Not a faceless corporate but an independent firm offering a personal service

Local

Targeted campaigns to ensure we provide the best possible tenants

Extensive Marketing

We are governed by ARLA and the Property Ombudsman and we adhere to strict codes of practice

Regulated

£

We can provide rent guarantee insurance at competitive prices

Limitation of Risk

# Don't just take our word for it...

## **"Great Service"**

We've received great service over the years. Holly has accommodated our every need and always does so with our best interests in mind. Maintenance issues have always been dealt with efficiently, even when they come in threes! Nothing is too much trouble.

LAUREN, TENANT, WALLINGFORD

## **"Exceptional Service"**

I have used James Gesner manage my rental property in the Ladygrove for the last 5 years and we have always had excellent tenants and exceptional service. I would recommend James and his team to anyone wishing to rent out their property.

LANDLORD, DIDCOT

## **"Fabulous Team"**

Fabulous team of people. They have helped me during the rental period of my house and sorted out the sale. Stressful for me as I had never sold a house before, but James and his team were brilliant. Thanks to all and especially Holly who had to deal with me the most.

SUE DEAN, LANDLORD AND VENDOR, DIDCOT

## **"Friendly and Helpful"**

I would recommend James Gesner every time. We originally had some problems with previous companies and lettings, once we got in touch with James and his team they were quick, friendly and really helpful. A superb service and friendly team.

TENANT, WALLINGFORD

## **"Brilliant Agency"**

Brilliant agency. Have been nothing but supportive and helpful, I've had some very negative experiences in the past and can honestly say that this is by far the best company we've ever rented through. Hopefully we will be living here and dealing with them for many years to come. Very friendly staff.

TENANT, DIDCOT

## **"Knowledge and Expertise"**

James Gesner currently act as my agents for several rental properties and again I couldn't be happier with the level of knowledge and expertise that Holly provides.

Many thanks to the team at James Gesner Estate Agents.

LANDLORD, DIDCOT



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**[www.jamesgesner.co.uk](http://www.jamesgesner.co.uk)**

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